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January 14, 2004

VIA HAND DELIVERY

Deborah Tate, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37219

Re: In the Matter of the Application of Volunteer First Services, Inc.
for a Certificate of Public Convenience and Necessity to Provide
Competing Telecommunications Services within the State of
Tennessee
Docket No. 03-00607

Dear Chairman Tate:

Enclosed you will find information regarding Tennessee Specific
Operational Issues to supplement the above-referenced application.

Sincerely,

D. Billye Sanders

D. Billye Sanders
Attorney for Iris Networks

DBS/lpm
Enclosures

cc: Kent Rosenbury

Volunteer First Services, Inc.

Tennessee Specific Operational Issues

1. **How does the company intend to comply with TCA 65-21-114? In its description please explain technically how the company will not bill for countywide calls within Tennessee.**

Volunteer First Services, Inc. (VFS) understands TCA 65-21-114 and intends to comply with it. The screening for countywide calls will be done in the billing system through the utilization of a taxing district code.

2. **Is the company aware of the Tennessee County Wide Calling database maintained by Bell South and the procedures to enter your telephone numbers on the database?**

Yes, VFS is aware of the County Wide Calling database maintained by Bell South and the procedures for its use.

3. **Is your company aware of the local calling areas provided by the Incumbent Local Exchange Carriers in your proposed service areas?**

Yes, VFS is aware of the local calling scope of the Incumbent Local Exchange Carrier.

4. **Explain the procedures that will be implemented to assure that your customers will not be billed long distance for calls within the metro calling areas.**

Local calls are defined in the VFS switch by the NPA NXX.

5. **Please provide the name and telephone number of an employee of your company that will be responsible to work with the TRA on resolving customer complaints.**

Kent Rosenbury
General Manager
Volunteer First Services, Inc.
P.O. Box 609
235 O'Brien Drive
Crossville, TN 38557

(931) 484-5097 phone
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6. **Does the company intend to telemarket its services in Tennessee? If yes, is the company aware of the telemarketing statutes and regulations found in TCA 65-4-401 *et seq.* and Chapter 1220-4-11?**

The VFS marketing plans are currently being developed and may include telemarketing. The company is aware of state regulations regarding telemarketing.